

**Lauren Tantriella****1985 San Jose ave. Francisco , CA. 94112****Cell:(415)368-1994 Email: laurentantriella@yahoo.com****Objective:**

To secure a position where my experience , in conjunction with my new acquired skills can be effectively and professionally utilized. By demonstrating professionalism And courtesy when greeting customers, and fellow co-workers as well as maintain a calm, understanding, tactful, demeanor in high stress situations. As well as provide fast and friendly service.

**Qualification summery:**

Solid technology skills: used all office equipment and computers (windows, word, excel, power point, e-mail, apple word, and internet applications.

Customer service: cashier/ cash handling training, telemarketing warm calls/ cold calls, answered and made over a hundred calls a day as week as called potential customers introducing our services, strong written and verbal communication

Certifications: first aid certification, ServSafe certified.

**Education:**

Heald college, San Francisco

Associate in applied science degree in paralegal studies- expected graduation date : July 2014

**•3.5 GPA**

Relevant courses: fundamentals of contracts, criminal law and procedure, legal research and writing, civil litigation, fundamentals of torts, law office management and ethics for paralegals, spreadsheets essentials, professional document processing.

**Professional experience:****Hostess**

Buca di Beppo San Francisco, CA.

January 2013-present

- Busier/ food runner
- Requested and confirmed information for orders.
- Greeted, checked-in, directed and served customers.
- Food perpetration
- Cashier
- Made and confirmed reservations using aloha
- Trained new employees
- Closing and opening
- Experience with pos systems and aloha

**Server**

Vintage Coventry senior living, San Francisco, CA

February 2011- December 2012

- Took care of elderly
- Managed diets
- Served food
- First aid training
- Cleaned and maintained dining room